

POSITION DESCRIPTION

Position	Reception-Administration Officer
Reports to	Office Manager
Direct Reports	Nil
Status	Full Time (38 hrs)
Location	Based at the Melton office

BACKGROUND

The Victorian Aboriginal Child Care Agency (VACCA) is the largest organization of its kind in Australia. VACCA is an Aboriginal community-controlled organization that supports and advocates for the Aboriginal community. Our strength lies with our people. Our team is committed to the organisation's vision and values; advocates for our children and other vulnerable community members; and shows respect for, observance and compliance with Aboriginal cultural protocols, practice, and ceremony. Our Aboriginality is what distinguishes us from mainstream services and what enables us to deliver the positive outcomes we achieve for our people.

VACCA employs over 600 staff and delivers more than 50 programs across the state. VACCA's experience and expertise in the delivery of therapeutic interventions are underpinned by culture, connection, and healing. VACCA designs, develops, and delivers programs with self-determination and an understanding that the intergenerational trauma experienced by our community requires intergenerational and community healing.

Central to VACCA's work is the importance of connection to family, community, and culture as essential to Aboriginal children's safety, stability and ensuring that they have an ongoing sense of belonging. As Victoria's largest Aboriginal child welfare agency, VACCA will play a key role in the process of transitioning the care and case management of Aboriginal children from government and non- Aboriginal organisations to Aboriginal community-controlled organisations following the recent decision of the Victorian Government.

OUR VISION

Aboriginal self-determination - Live, Experience and Be.

OUR PURPOSE

Supporting culturally strong, safe and thriving Aboriginal communities.

PROGRAM AREA

The VACCA have an office in Werribee to work with Aboriginal Children and families in the Western Metropolitan area of Melbourne, covering the Brimbank-Melton and Western Melbourne catchment areas. Services provided will be Integrated Family Support, CHILD FIRST Aboriginal Liaison worker and Permanent Care Program. There will also be Kinship Care, Foster Care and Leaving Care programs as well as hot desks for other services such as Lakidjeka ACSASS, and Koorie Connect.

POSITION SUMMARY

This role requires the Administration Officer to coordinate the administrative functions for the day-to-day operations of the office and to support to programs.

KEY RELATIONSHIPS

- Internal:* Head Office Corporate Team, HR, Fleet, Finance, Assets and Facilities, Reception and Administration staff.
- External:* Other Aboriginal organizations, Department of Health and Human Services, particularly child protection, Local Councils, Department of Education and Training, Koorie Education Support Officers, Local Aboriginal community groups and Aboriginal community members

KEY SELECTION CRITERIA

- Commitment to VACCA's vision and purpose.
- Awareness and appreciation of Aboriginal societies and cultures and an understanding of the issues affecting Aboriginal people in contemporary Australia and the diversity of circumstances of Aboriginal people
- Excellent verbal and written communication skills.
- A proven ability to perform general administration work – e.g., answering telephones, typing, filing, photocopying, minute taking & financial management etc.
- Demonstrated knowledge and understanding of Victorian Aboriginal community organisations and issues facing Aboriginal people.
- Capacity to work both independently and as a member of a team and a willingness to participate in training and supervision as required.
- Good computer skills, including a working knowledge of MS Word, Excel and Outlook and an ability to enter data into client information systems.
- Experience in the storage, handling, and security of confidential written material.
- You must have and continue to hold a full Victorian Driver's Licence and a current employment working with children check card.

POSITION ACCOUNTABILITIES

- Provide a culturally appropriate and friendly response as first point of contact for the office.
- Ensure financial requests/acquittals are submitted in a timely manner and ordering of office supplies and equipment.
- Ensure vehicles administration is undertaken and vehicle maintenance maintained.
- To provide administrative support and coordination for meetings, gatherings and community functions.
- Resource management: ensuring program resources are maintained such as the asset register, mailing and contact lists, and stationery and resource library.



VACCA
Connected by culture

- Maintain responsibility for all correspondence incoming and outgoing mail.
- Accurately update and maintain recording systems and client database systems for the office.
- Assist with the maintenance of Client Files and their retrieval and return to VACCA Archives.
- Organize catering for events and training
- Ensure photocopier is functioning optimally.
- Develop and maintain the Staff Training Register
- Assist with implementation of the Quality Improvement Plan particularly around admin and OH&S issues.

HEALTH, SAFETY & WELLBEING

- Ensure compliance with the OH&S Act and VACCA policies.
- Contribute positively and proactively to team and organisation wide OH&S activities.

QUALITY & CONTINUOUS IMPROVEMENT

- Ensure compliance with legislation, contract, and policy requirements in your day-to-day work in order to meet the organisation's audit, contract and registration obligations.
- Proactively apply your specialist knowledge in the review and maintenance of policies, systems, and processes.
- Continue the development of a culturally strong and positive working environment using a continuous improvement approach.

OTHER

- Participate proactively in team project initiatives
- Support other team members in periods of high demand and during periods of absence.
- Participate in project groups and attend events
- Undertake other duties as directed

ADDITIONAL INFORMATION

We are committed to Aboriginal self-determination and supporting strong, safe, thriving Aboriginal communities and aim to ensure every individual is treated with dignity, honouring all cultural backgrounds, abilities, ethnicities, sexual orientations, gender identities and spiritual beliefs.

VACCA is a child-safe organisation and is committed to ensuring the safety and wellbeing of children and young people with zero tolerance for child abuse. All successful applicants will be required to undertake a National Police Record Check and Working with Children Check prior to commencement of employment and periodically following commencement.

VACCA is an equal opportunity employer and has a smoke-free workplace policy.